



**Solicitation Information
June 24, 2014**

RFP# 7548844

TITLE: URI Library Next Generation Library System

Submission Deadline: Wednesday, July 9, 2014 at 2:30 PM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Tuesday, July 1, 2014 at 5:00 PM**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

GAIL WALSH
CHIEF BUYER

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

TABLE OF CONTENTS

Section 1 –Introduction	3
Section 2- Background and Purpose	4
Section 3- Scope of Work	5
General Scope of Work High Level Criteria	5
Section 4 -Technical Proposal	7
Narrative and Format	7
Section 5 -Cost Proposal	23
Section 6- Proposal Submission	23
Section 7 –Evaluation and Selection	24

SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the University of Rhode Island Libraries is soliciting proposals from qualified firms to provide a next generation library system, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov . The initial contract period will be three (3) years with the option to renew for two (2) additional years.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or contact Raymond Lambert, EEO Administrator at Raymond.lambert@hr.ri.gov.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor(s).*
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

The University of Rhode Island Libraries is soliciting proposals from qualified vendors to provide a next-generation library system as detailed in this document. In this RFP we will define our current needs in terms of system capabilities and features.

SECTION 3: SCOPE OF WORK

A. General Scope of Work (High Level Requirements)

As the University of Rhode Island Libraries migrate from first or second generation integrated library systems, it is important that the next-generation library service environment meets the following **high level requirements**:

A.1. The system must provide unified management of all of the resources that the library owns, licenses, stewards, and makes available to end users for discovery and delivery. This includes acquisition support for both physical and electronic resources, metadata management across all resource types, and fulfillment across all resource types.

A.2. The system must be able to integrate with the University of Rhode Island's existing systems, such as but not limited to, accounting systems and student information systems, in a robust and transparent manner allowing for ongoing updating from and to the system.

A.3 The system must be able to integrate with the Dematic Automatic Storage Retrieval System (ASRS), supporting both the inventory update and the request workflow integration with the ASRS.

A.4. The system must offer robust interoperability with at least one of the major discovery/delivery systems currently on the market. Such interoperability shall ensure that services developed for end users that require resource management [i.e., user-driven acquisitions models] are available without additional integration work on the part of the library.

A.5. The system must include in the base package, at the point of purchase, the following live components:

- Acquisitions
- Fulfillment
- Metadata management
- Administration
- Link resolution
- Knowledgebase
- Analytics

A.6. The system must allow the library to migrate its bibliographic, item, serials holdings, order, vendor, fund, and patron records from the Integrated Library System [ILS] from Innovative Interfaces.

A.7. The unified resource management environment should ensure that the library can, upon migration, decommission the following local systems:

- The Integrated Library System [ILS] from Innovative Interfaces
- The Electronic Resource Management system from Innovative Interfaces
- The Open URL link resolution software and any linked knowledgebase from ProQuest/Serials Solutions

A.8. The system must currently be live at forty (40) academic libraries, at a minimum.

A.9. The system must accommodate multi-site institutions by allowing for member libraries within such an organization to maintain separate policies for:

- User management
- Vendors
- Funds management
- Licenses
- Metadata management
- Configurations
- Analytics and statistics

Development Methodology

A.10. The vendor of the system must have a strong track record of developing and implementing systems for libraries, as well as a clear strategy for evolving the library services platform in the future. Provide details.

A.11. Describe the development methodology used for your system. Include details about how new features are incorporated into the system, and introduced to customers.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

Unified Resource Management Specifications

B. Acquisitions

Purchasing Workflows

B.1. The system must support the following purchasing workflows:

- Print approval
- Print firm order
- Electronic firm order (package or single-title)
- Print continuation
- Electronic subscription (package or single-title)
- Patron-driven acquisitions

B.2. The system must be able to automatically create purchase orders based on vendor-supplied MARC records (EOD/EOCR) for resources ordered in the external system.

B.3. The system must manage the acquisition lifecycle such that:

- an order that passes criteria will continue the lifecycle through creation and sending with no staff intervention
- library-defined criteria (such as incomplete order lines or prices above a threshold) will flag purchases staff review

B.4. The system must provide links from a purchase order to other related information such as invoice, vendor, and linked descriptive record.

B.5. The Acquisitions workflow must support a full EDI interface with major library vendors for ordering and invoicing.

B.6. The system must support workflows for patron-driven acquisition of electronic books, including:

- Loading and deleting candidate records for patron discovery
- Loading EOD MARC records to create purchase orders for purchased items
- Loading invoices for purchased items
- Creating local inventory for purchased items

B.7 The system must allow staff to select and purchase print and electronic resources through vendors, with the completed transactions being automatically reflected in the system.

B.7.1 The system should allow staff to check availability of resources before placing orders via a vendor selection platform.

B.8 The system must support adding interested users associated with a purchase, including:

- The option to automatically notify the user(s) when the resource is available (received or activated)
- The option to automatically place a hold on a physical item on behalf of the interested user(s) once the item becomes available.

B.9 The system must support setting up trials to evaluate e-resources before purchasing, which will include managing participant feedback and groups of participants.

B.10 The system must support the ability to evaluate existing e-resource subscriptions and make a decision to renew or cancel based on parameters such as usage and cost.

B.11 Describe the process for obtaining and recording pricing, product descriptions and reviews for electronic resource products.

B.12 The system must allow for the activation of approved purchases for electronic packages and titles.

B.13 Describe the steps for activating and providing access to the electronic resource. Describe how your system supports evaluation and renewal of e-resource items.

B.14 When an electronic package or title is activated, descriptive records to describe the title(s) must be added to the catalog automatically.

B.15 Describe the subscription tracking process, and how subscription period, cost, payment (including pro rata payments), renewal, and cancellation information are stored.

B.16 Describe the functionality of the system for recording and tracking of:

- Contact information for technical support billing/payment, licensing and other contacts
- URLs and login information for resource administration
- Access parameters
- Type of purchase
- Library-defined notes

Receiving

B.17 The system must allow print items to be received either as part of the invoicing process, or as a separate process.

B.18 The system must allow for the receipt of the following item types:

- Single-title monographs
- Serial monographs
- Issues of serials
- Subscriptions
- Monographs
- Standing Orders

B.19 The system must be able to automatically create new item records when an item is received, or if items are created at the time of acquisitions, the system must allow for updating item information.

B.20 The system must notify staff when a volume or issue of a series has not arrived after a predefined interval, and allow for claiming of missed items.

B.21 The system must identify where to route received items based on the completeness of their metadata and item information (i.e., to cataloging, physical processing, or shelves).

Licenses Management and Amendments

B.22 The system must be able to manage licenses and amendments, including attaching digital versions. License management should be included in the system and not require additional setup or fees.

B.23 The system must support ERMI schema for licenses, including the ability to display only those fields that the library uses, excluding the remainder if the library so chooses.

B.24 The system must enable license terms to be displayed to the end user. The terms that are displayed as well as the labels should be configurable.

B.25 All the electronic resources linked to a license should be viewable from the license record.

Vendors

B.26 The system must provide the ability to maintain multiple accounts for a single vendor.

B.27 The system must provide the ability to maintain multiple physical and email addresses for a single vendor, with the potential to tie these addresses to individual accounts.

B.28 The system must offer the ability to maintain discount and delivery and claim information in the vendor record.

B.29 Invoices linked to a vendor must be linked to the vendor record. It must be possible to navigate from the vendor record to an invoice with a minimum number of key strokes.

B.30 It must be possible to include vendor-specific EDI information.

B.31 The vendor record should support copies of all communications between the vendor and the library. These should either be generated automatically by the system (e.g. claims), or created manually by library staff.

B.32 It should be possible to record EDI information on the level of the library.

B.33 Vendor records should have links to all vendor related invoices.

B.34 The vendor record must include links to all purchase orders made against the vendor.

Funds Management

B.35 Real-time access to fund balances (including encumbrances and expenditures) must be supported.

B.36 The system must support a hierarchical fund structure that provides the ability to group and report on funds.

B.37 It should be possible to define rules related to the fund (e.g., related to over- encumbrance, over-expenditure). These rules should be inherited by funds on a lower level of the hierarchy. It should also be possible to override rules defined at a higher level.

B.38 The system must support fiscal year close processing.

B.39 For each fund, the system must provide links to invoices and purchase orders encumbered against that fund.

B.40 The system should support a graphic display of fund balance, allocation, expenditure, encumbrances.

B.41 The system must support updated encumbrance estimations for foreign currencies based on daily conversion rates for foreign currencies stored as a central service.

Invoices and Payments

B.42 The system must support the ability to automatically create an invoice from the purchase order.

B.43 It must be possible to also manually create an invoice, or to load invoices from an Excel file.

B.44 The system must support the export of payment requests to ERP systems, as well as the import of payment confirmation files.

B.45 The system must provide out of the box profiles for integration with external interfaces, such as the bursar.

Claims

B.46 The system must provide automatic claiming for items not received within an expected number of days after placing the order; such intervals must be based on library-defined parameters

B.47 It should also be possible to manually generate claims (on demand).

B.48 The library must be able to define claim grace periods.

C. Fulfillment (Circulation)

General

C.1 The system must have the capacity to manage all types of library material, e.g. books, serials, electronic resources, digital materials, etc.

C.2 The system must support ANSI/NISO z39.83 (NISO Circulation Interchange Protocol) in the base package.

C.3 The system must provide integration with third-party ILL systems using standard protocols, including ISO 10160/10161 and ANSI/NISO z39.83 (NCIP).

C.4 The system must include an offline circulation component.

C.5 The system must support self-service machines (e.g., 3M).

Fulfillment Policy Tables

C.6 Libraries must be able to define the policies by which their physical inventory is circulated to library patrons, for example – due date policy, maximum renewals policy, fining policy, etc.

C.7 The system must provide extensive ability to set parameters including for loans, limits and calendar, globally or at the branch level.

C.8 Does the architecture allow each member institution the ability to provide any kind of services to any of the consortium's patrons, regardless of the patron's affiliation, thus creating a single virtual fulfillment environment? Describe the level of flexibility regarding fulfillment policies in a consortial environment.

Patron Management

C.9 The system must provide the ability to create different patron types and set circulation parameters for each type of patron.

C.10 Patron information must be updateable (through an API) via institutional systems that serve as the initial source of that patron information.

C.11 The system must allow authorized staff to create, modify, and delete patron records.

C.12 It must be possible to update defined areas of each patron record (core information, addresses, and phone numbers). Patrons must be able to have multiple addresses and different types of address (home, office, etc.).

C.13 The system must integrate with external identify management systems (e.g. LDAP/Shibboleth) for authentication.

C.14 It should be possible to define more than one patron identifier linked to a patron record.

Fines and Fees

C.15 The system must support assessment of fines and fees for an item based on transaction policies defined by the library. This includes both overdue fines and lost item fees. The library must have the option to determine whether fines are based only on hours/days the library is open or all hours/days.

C.16 It must be possible for an authorized operator to manually add or waive a fine or fee.

C.17 The system must offer the ability to set the amount of fines accrued or number of overdue items after which the patron account is blocked from further activity. It must be possible for an authorized operator to manually add or remove a block.

Request Management

C.18 The system must support business rules that automatically manage patrons' requests, requiring staff user mediation only when necessary.

C.19 When placing a request it should be possible to define if the request is for digitization or for a physical item.

C.20 A patron-initiated digitization request must trigger an alert and a pick slip at a specific digitization location.

C.21 The system must automatically generate a notice to patrons when requested items are available. This notice may be in the form of an email or an SMS. This should be generated in real time.

C.22 The system must support the administration of access rights for digital materials, based on patron group and collection.

C.23 The system must support the administration of access rights for electronic materials, including the ability to restrict access by IP address.

C.24 The system must allow for delivery of items to a particular circulation desk, or a patron's home or office, depending on permissions.

C.25 The system must support hold queue priority.

C.26 The system must support library configurable recall options.

C.27 The product must support digitization on demand workflows. The system must allow for configuration regarding digitization requests – e.g. which patron groups may make such a request, and whether the digitization will result in depositing the digitized material in the system or delivery to the end user who requested it.

Course Reserves

C.28 The system must be able to receive information about course reserves materials from external sources via an API.

C.29 The system must support complete list integration for print, digital, and electronic reserve items.

C.30 The reserve system must have a high level of integration, utilizing the same user and bibliographic databases, and discoverable using the same search interfaces.

C.31 It must be possible to report copyright clearance status.

C.32 The system must provide the ability to easily produce lists of items held on reserve by a variety of fields, including course code and lecturer.

C.33 The system must be able to support the advance bookings of reserve material, including items of varying loan periods (e.g., 24-hour as well as 2-hour loans).

C.34 The product should support workflows for digitization of course reserve material.

C.35 It must be possible for an authorized operator to request digitization of a resource from the reserve queue.

Booking

C.36 The system must include flexible configuration options for booking items, rooms and equipment. Such options should include how far in advance a booking can be made, booking preview and release times, and maximum booking time.

C.37 The system should allow for bookings to be made by staff or by end users.

ILL (Resource Sharing)

C.38 The system must support ILL functionality – both for borrowing and lending.

C.39 This functionality should allow for mediated or unmediated requests .

C.40 There must be support for at least one of the following ILL software solutions: Illiad, OCLC Navigator, Relais D2D.

C.41 The system should support the ISO 1060/10611 ILL protocols.

C.42 The system must be able to record full bibliographic details of requested items but suppress such item from catalog.

C.43 The system must be able to allocate a unique request number as each request is created on the system.

C.44 The ILL component must link to and be fully integrated with other components within the Library System.

C.45 The system must contain ‘status history’ function to record all changes and updates within the ILL request record.

C.46 The system must record all reports and updates from suppliers.

C.47 The system must allow notification communication to be dispatched to requesters to advise on the following – arrival, renewal confirmation/refusal, delay, recall, overdue.

D. Metadata Management (Cataloging)

Format Support

D.1 The system must support multiple metadata formats and be extensible to additional formats. At a minimum, MARC21 and Dublin Core must be available out-of-the-box for the library, with future support for other formats. The metadata management environment must support functions appropriate to these formats.

D.2 The system must allow staff to create, edit, and delete records in any supported format.

D.3 The system must support import and export (with no loss of data) in all supported formats.

D.4 The system must have embedded support for RDA including the indexing of RDA specific elements.

D.5 The system must support validation of appropriate use of elements, fields, subfields, and values, including validation of controlled vocabularies for fields.

D.6 Text in all records must support Unicode for importing, editing, storage, and export.

Editing

D.7 The system must support the ability to edit all records through an online editor, including any element, field, subfield, or fixed field value as appropriate for the format.

D.8 The product should have the same editing capabilities for all MD types (physical, electronic and digital).

D.9 The system must notify the cataloger when a record being edited or saved matches an existing record in the catalog.

D.10 The system must support relevant online help for fields cataloged.

D.11 Catalogers must be able to save drafts of records without committing them to the catalog.

D.12 The system must support the creation and storing of record templates for use in creating and editing records, including specifying default elements, fields, subfields, and values stored in these templates.

D.13 The system must support record versioning, including the ability to view and roll back to past versions of that record.

D.14 The system must support hotkeys for navigation and actions that allow editing entirely with the keyboard.

D.15 The system must support the ability to perform changes in bulk against a set of records, including the ability to alter any element, field, subfield, or fixed field value.

D.16 The system should be able to support library-defined rules for manipulating records either on import or in the online editor.

D.17 The system should support the option of library defined merge routines that can be applied to records imported in bulk or one by one in the catalog editor.

D.18 The system must provide a set of metadata management services that allows the library to easily and quickly define a set of records and perform actions against these records. For example, the library should be able to specify a group of records to be withdrawn from a collection or moved to an off-site storage facility; the library should be able, on import of metadata records from a specified source, to define a set of validation and normalization routines to be applied to the records on import; similarly, the library should be able to define, on export of records, various data transposition routines, etc.

D.19 It must be possible to link an electronic, digital or physical item to one metadata record.

D.20 The system must allow global changes of item and order records within the system.

D.21 The system must support a tool for printing labels.

Authority Control

D.22 The system must provide access to global, shared authority files without the need for individual libraries to synchronize with the authorizing agency. The files should include Library of Congress Subject Headings and Names, and MeSH.

D.23 The system must allow libraries to create or load local authority files and records for subjects (including genre terms) and names.

D.24 The system must support authorization of bibliographic headings against local or global headings in authority records.

D.25 When a heading changes in a local or global authority record, the system must automatically make the change in bibliographic records that are authorized against that heading without staff intervention. The system must flag changes that request staff decisions, such as heading splits and newly qualified names.

D.26 It should be possible to search the authority database, and link back to bibliographic records in the local catalog from headings in the authority database.

Holdings Management

D.27 The system must support the MARC21 format for holding records.

D.28 The system must allow for the creation of holdings and item records for physical resources.

D.29 The system must support the ability to perform changes in bulk against a set of holdings or items.

D.30 The system must support the recording of missing/lost items.

D.31 The system must support the suppression of records from the discovery layer.

Importing Records

D.32 The system must allow for the loading records singly or in bulk.

D.33 The system must allow for searching external databases through the online interface via z39.50 or SRU/W and importing resulting records to the catalog. Copy cataloging can be done within the system, without requiring separate login.

D.34 When loading a record or set of records, staff must have the following options for handling records detected as duplicate:

- Add new records, ignoring duplicates
- Overlay one record with the other
- Merge the two records
- Not load new records when a duplicate is detected

D.35 The system must allow for validation of incoming records according to library-defined validation rules.

D.36 The system must allow for the enhancement of incoming records according to library-defined bulk record change rules.

Exporting Records

D.37 The system must allow for the export of individual, groups of records, or an entire catalog to a predefined target with no additional fees. The records to be exported may be based on a selected set, or records that have changed since the last export to that target.

D.38 The system must allow for the enhancement of exported records according to library-defined bulk record change rules, including the ability to enhance bibliographic records with holdings information.

Shared Bibliographic Records

D.39 The system must provide access to a catalog of bibliographic records shared by all libraries of that system. Libraries must be able to attach holdings directly to the shared records, edit the records, or copy them from the shared catalog to the libraries' local catalog.

D.40 The system must support a local catalog in addition to the shared catalog for storing records that have local descriptive needs or terms of use that prevent their being shared with other libraries. Libraries must be able to use the shared catalog, the local catalog, or both simultaneously.

D.41 The system must support the addition of local fields to the shared records that are viewable only to the local library.

D.42 For consortia, the solution must allow for sharing bibliographic metadata across the consortium, while at the same time allowing individual libraries to record and maintain information of local importance.

E. Central Knowledge Base

E.1 Describe how the Knowledge Base is maintained and updated to track changes made by providers and additions of resources to collections, as well as other changes.

E.2 How frequently is the Knowledge Base updated?

E.3 Describe the organization of the Knowledge Base and how the different levels of electronic resources information are stored.

E.4 How does the Knowledge Base support accurate data that facilitates resource discovery?

E.5 Does the system allow for the addition of titles not currently in the Knowledge Base? If so, describe the process.

E.6 Describe the process for adding and maintaining local resource data.

F. Link Resolution

F.1 The system must be able to accept OpenURL and context sensitive services as well as resolving the services. Describe the functionality your software supports in this area.

F.2 It is highly desirable that the system be able to augment the OpenURL metadata. Describe how this is done.

F.3 Can your system handle cases where the OpenURL resolves to multiple records? Describe the process and functionality.

F.4 The system must provide users with the ability to link directly to full text content.

F.5 The system's electronic journals must be searchable via an A-Z list in the discovery layer.

F.6 Describe how the resolver's services menu can be customized by the institution. Can the labels be customized? Can the library determine the order of the services? Can the library define logic rules for which services will be displayed and when?

F.7 Describe how the system can display license terms as part of the services offered in the end user interface.

F.8 Given the complex nature of electronic resource management in a consortial environment, describe how the system assigns accurate access rights to the correct populations of users.

G. Reporting and Analytics

G.1 The solution must include a comprehensive analytics component that covers all of the ILS data and is an integral part of the system. Describe the reporting and business intelligence solution of the proposed product and specifically indicate its ability to run in a cloud environment.

- G.2 The analytics component must form part of the standard package at no additional cost.
- G.3 It must be possible to utilize canned reports provided by the vendor.
- G.4 The reporting tool must support a variety of output options including, but not limited to viewable online, send to printer, email and export to a spreadsheet.
- G.5 The reporting system must support the customization of reports by librarians; this includes, but is not limited to: changing of reports parameters, views, time range, etc.
- G.6 The reporting system should support the ability to collaborate and share reports made by other parties.
- G.7 The reporting solution must be able to provide usage statistics reports and comply with industry usage reporting standards such as SUSHI, COUNTER.
- G.8 The solution must support the ability to subscribe to report outputs.
- G.9 The solution must support role-based report generation and viewing such that a user will only be able to view reports and data according to his role.
- G.10 The solution must include a dashboard in which it is possible to monitor performance, view user-specific tasks, and detect trends. Information in the dashboard must be based on staff user roles, allow for customization, and support the embedding of widgets.
- G.11 The tool must be able to analyze history data and provide trends analysis (such as usage, expenditure).
- G.12 The reporting application must allow for the automatic scheduling of reports at defined intervals (daily, weekly, or monthly).
- G.13 The reporting application must provide cost-per-use reports for electronic subscriptions using accurate cost data based on the actual PO lines.
- G.14 The system must store records, data, and reports from library processes indefinitely at no additional charge.

H. System Administration and Management

Customization

- H.1 The system must come with a set of “Out of the Box” definitions and configurations so that the library need only make minimal changes to the standard settings.
- H.2 The system must allow authorized staff to configure various aspects of the system (e.g. fulfillment policies, patron groups, import profiles) without vendor intervention.
- H.3 The system must allow for customizing the acquisition workflows in order to accommodate specific library needs as well as control over when orders and invoices need mediated handling.

H.4 The system must allow the library to configure when fulfillment processes such as hold request/call slips can be automated or need to be mediated.

H.5 The system should come with the ability to add notes and file attachments to various resources managed in the system.

Staff Search

H.6 The system must offer intuitive and easy to use search methods; both basic and advanced searching must be supported.

H.7 Advanced search must allow for the option of searching multiple fields simultaneously for words or phrases. Staff should be able to define their own search conditions – based on standard indexed options.

H.8 The system must be delivered with a rich out of the box set of indexed fields, including, but not limited to:

- author
- title
- subject
- series
- call number
- ISBN/ISSN
- publisher
- notes

H.9 Fields in the holdings and item records should be indexed and searchable.

H.10 It must be possible to search across all types – bibliographic physical, digital, electronic in one search query.

H.11 It must also be possible to set a pre-search filter – for example by:

- Bibliographic information
- Physical title
- Physical item
- Electronic information

H.12 The system must support the ability to search by local call numbers and by shelving location. What other criteria are available for search?

H.13 Based on staff queries it must be possible to save and manage sets.

H.14 It must be possible to search for electronic resources by, but not limited to: title (e.g. journal title), package, and by provider.

H.15 Dependent on the search type, it should be possible – from the results list - to edit a record, create an order, view holdings, items, etc.

H.16 It should be possible to sort result sets by various parameters – e.g. ranked, title, author. There should be more than one level of sorting.

Staff User Dashboard

H.17 When logging in to the solution, the staff user should be navigated to a personalized dashboard.

H.18 It should be possible to post widgets of report outputs on the dashboard.

H.19 It should be possible to add/remove/reorder the widgets on the dashboard.

H.20 It should be possible to view the library's calendar (open hours and days) from the dashboard.

H.21 It should be possible to create customized widgets (e.g. a world clock) that can be added to the dashboard.

User Management

H.22 The system should support a robust and flexible yet straight-forward system for assigning roles and permissions to staff functions.

H.23 The system must provide granular access control rights for staff accounts and be able to facilitate multiple profiles accessing different combinations of functional areas.

H.24 The system must support the option of defining role templates which can then be easily assigned to new users.

I. Discovery Layer

I.1 The solution must support a complete and transparent integration with a next-generation discovery solution.

I.2 The solution must support seamless patron-driven workflows initiated from discovery and served by the system such as, but not limited to: digitization on demand, patron driven acquisition, ILL requests, and course reserve requests.

I.3 The discovery solution must support discovery and delivery of all resource types: physical, electronic and digital, as well as discovery by collections.

I.4 The discovery layer must allow for local library resources to be searched either on its own or combined with other resources.

I.5 The discovery layer must support the option of integrating a Map App, or similar capabilities to give the patron details about where the requested item is located in the library.

I.6 The system should have the ability to publish records to discovery with enriched headings information from the shared catalog.

- I.7 The system must publish authentication and public notes for display to the end user.
- I.8 End users must be able to see all of their account information (loans, requests, fines, saved searches, etc.) in the library's discovery solution.
- I.9 The system must present to end users (through the discovery interface) options to fulfill patron requests across all relevant resource types. The system should include a citation linker to request services for a specific article, book, or journal either through the library or as a resource sharing request.
- I.10 The system should provide published APIs or Web Services to facilitate interoperability with external services.
- I.11 The discovery solution must de-duplicate search results.
- I.12 The discovery solution must allow the library to tweak the algorithm used for relevancy ranking.
- I.13 The solution must include personalized ranking to tailor search results based upon end-user research preferences.
- I.14 The solution must include an article recommender service that suggests articles based on actual researcher activity.
- I.15 The solution must be delivered with a mobile phone interface.
- I.16 The solution must provide browse search for the catalog materials for the following entities:
- Subject heading
 - Title
 - Author
 - Call number
- I.17. Describe how discovery works for a consortium. Can each institution provide a customized view to their users?

J. System Architecture and Security

- J.1 The system must be hosted in a cloud or SaaS environment.
- J.2 The cloud environment must assure complete data protection and have high security capabilities in place. Describe your overall cloud security data protection.
- J.3 The cloud environment must be able to integrate with the institution's local LDAP for authentication.
- J.4 The system must be scalable to meet the load of many institutions without performance impact.
- J.5 The cloud system must be fully fault-tolerant without single point of failure. Describe.

J.6 The system must support basic fulfillment capabilities via offline circulation during local institution network outage. Describe the solution.

J.7 Describe your experience with hosting an ILS in the cloud. How many customers are currently using the system?

K. Implementation and Migration Services

Migration

K.1 Give a detailed description of your approach and proposed plan for the data migration process. Describe your ILS migration experience.

K.2 Detail what data entities can be migrated per library activity area. Migration must include ERM data.

K.3 Describe how the integrity and quality of the data will be maintained in the migration process.

K.4 Outline the roles and responsibilities of the library and the vendor during the data migration process. Describe the required involvement of library staff in the migration process.

Implementation

K.5 Outline the estimated timeline for implementation and the major steps in a project.

K.6 Describe your approach with regards to system configuration and customization by the library. What tools will be available for library staff to configure and customize various parameters?

K.7 Describe the training program content, method of delivery, and materials, as well as any additional costs involved.

L. Support and Maintenance

L.1 Describe your hosting capabilities, and please include: up-time guarantees, data center details, and levels of support. Provide examples of the Service Level Agreements (SLA) you offer.

L.2 Describe overall support options: how do customers contact your support team, and what tools are offered to track support issues?

L.3 Describe emergency support.

L.4 Describe how product enhancements are released (e.g., separate beta testing vs. en-masse beta testing with the entire population). How are users notified of upcoming or released product features?

L.5 What role, if any, does a user group have in the enhancement process?

L.6 Describe how you provide access to a customer resource web site that includes:

- A knowledge base that includes extensive information to assist customers in troubleshooting issues and FAQs
- Access to product information such as release notes, user group presentations, etc.

- Access to all software documentation
- Information regarding upgrades and patches

SECTION 5: COST PROPOSAL

Proposals shall include itemized costs for implementation, travel, training, services, annual subscriptions, and other related fees associated with this next generation library system.

SECTION 6: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7548844** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401)222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP#7548844**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov. **Please include with original proposal only.**

3. **A separate Technical Proposal .**
4. **A separate, signed and sealed Cost Proposal**

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Two electronic copies are requested (One for the State and one for the University) and it should be placed in the proposal marked “original”.

SECTION 7: EVALUATION AND SELECTION

Proposals will be reviewed by a Library Review Committee comprised of Faculty from the University of Rhode Island Libraries. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The University of Rhode Island reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
A. High Level Requirements	15 Points
B Acquisitions	5 Points
C. Fulfillment (Circulation)	5 Points
D. Metadata Management (Cataloging)	5 Points
E. Central Knowledgebase	5 Points
F. Link Resolution	5 Points

G. Reporting and Analytics	5 Points
H. System Administration and Management	5 Points
I. Discovery Layer	5 Points
J. System Architecture and Security	5 Points
K. Implementation and Migration Services	5 Points
L. Support and Maintenance	5 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>